

Project Support Specialist

Introduction

The Project Support Specialist is a developmental position. The incumbent will develop skills through on-the-job training and courses that will aid the accomplishment of Directorate/Project objectives. During the training period, the employee will rotate through several Project/Directorate organizations in order to understand the full scope of project support/control. Major duties will include the following:

Core Requirements

Configuration Management

Assists the supervisor with selected configuration management control activities. The incumbent will assist by collecting data and disseminating information on configuration management aspects of the Project's activities.

Scheduling

Assists in the management of established time objectives for the Office/Project and all its related activities. Assists in the collection of data for Work Breakdown Structures (WBSs) to identify specific tasks for cost and schedule reporting. WBSs are included in the project plan, requests for proposal, and contracts. Assists in the development of projects plans, schedule control systems, establishment of internal reporting procedures, review of contractor schedules.

General Business and Administrative Support

1. Assists the Project Support Manager or the Chief, Flight Projects Resources Office in the development of major documents and reports such as the Resources Status Review (RSR), Monthly Status Review (MSR) and Pre-MSR. Assignment includes gathering information to be used in these presentations. Coordinates with project elements to ensure timely submission of reports in accordance with stated schedules required by Directorate and GSFC management. The incumbent works with on-site contractors and other in-house sources to ensure completeness, accuracy, and timeliness in the preparation of these reports.
2. Collects and compiles workforce data inputs for budgets and monthly management reports, and prepares variance analyses. Monitors application of in-house labor reported against the Project's allocated workforce levels. Investigates and reports variances to management.
3. Assists in budget activities for the Project's travel funds. Monitors actual travel costs versus planned expenditures; investigates and reports variances to management.
4. Assists in project space activities with the appropriate organization within the Procurement Operations Directorate, such as space utilization and surveys, space requirements, identification of general and special purpose space, etc. Assists in coordinating facilities modifications with those organizations associated with personnel moves, repairs to existing facilities, etc.

5. Coordinates and ensures timely accomplishment of Project efforts requiring Information Technology and Services Division support such as obtaining special presentation charts, vu-graphs, and reproductions.
6. Assists in initiating small purchase procurement requests for office equipment, maintenance agreements, and non-stock supplies.
7. Assists the PSM in training coordination and the assessment of specific training needs for certain skill groups. Disseminates training instructions, guidelines, and information.
8. Assists with Project property administration, monitoring, and controlling of Project property to ensure that inventory, protection, and disposition of all property is in accordance with prescribed regulations.
9. Initiates requests for telephone changes in concert with physical moves of Project personnel and establishes move schedules with the GSFC transportation organization.
10. Interprets and analyzes data related to project support functions.

Other Information

Knowledge Required by the Position

1. Knowledge of and ability to apply principles of general business support in planning, status reporting, configuration control, and coordinating of activities as practiced by NASA and contractors.
2. Ability to apply a variety of administrative processes and procedures in the areas of workforce, scheduling, configuration management, training, travel, personnel, facilities, and procurement.
3. Ability to apply previously developed ADP techniques to obtain data for analysis, and input data for Project resources control.
4. Knowledge of NASA policies and procedures and procurement regulations.
5. Ability to effectively meet and deal with personnel both internal and external to GSFC.
6. Ability to collect, compile, and analyze data.
7. Ability to plan and coordinate several ongoing activities.
8. Ability to communicate orally and in writing.

Supervisory Controls

The supervisor provides continuing or individual assignments by indicating generally what is to be done, applicable policies and procedures, priorities and time frames for completing the work. The supervisor provides more detailed instruction on new, difficult, or unusual assignments.

Some assignments are selected to ensure further development of the incumbent's skills and knowledge. The incumbent completes recurring assignments independently without specific instruction. On the more difficult assignments or when problems or unfamiliar situations arise, the employee obtains guidance from the supervisor or the Project Support Manager.

The supervisor reviews completed work for technical accuracy and for completeness in terms of compliance with instructions and with applicable procedures and policies. Review of the work increases with more difficult assignments if the employee has not previously performed similar assignments.

Guidelines

Utilizing the following established documents as guidelines where applicable, the incumbent will monitor, and support the Project. Judgment will be used in selecting and applying documents to the project administrative and configuration management areas of the Project.

- a. NASA Policy Directives (NPDs)
- b. NASA Procedures and Guidelines (NPGs)
- c. Goddard Procedures and Guidelines (GPGs)
- d. Goddard Policy Directives (GPDs)
- e. Project Configuration Management Plan
- f. Instruction manuals, handbooks, procedures, and other documentation supplied in support of Project activities.

The incumbent uses judgment in selecting among available guidelines. The supervisor is consulted when guidelines are not directly applicable or deviations are proposed.

Complexity

Work involves administrative and general business support to the Project in a wide variety of constantly changing management activities. Responsibilities involve gathering, evaluating, and analyzing routine situations. Decisions are based on employee's research of the situation and sound judgment. The incumbent must be able to manage a variety of concurrent activities.

Scope and Effect

The purpose of the work is to gather a variety of management and administrative data and monitor performance against plans for the budget, Civil Service and contractor workforce, budget, travel, and project personnel activities. In addition, the incumbent uses ADP techniques in managing the project resources. The quality of the analysis impacts the effectiveness of the Project and the Director's perception of the project management actions and responsiveness.

Personal Contacts

Interfaces directly with technical managers and other administrative personnel up to and including the Project Manager.

Interfaces regularly by telephone or by personal contact when travel is necessary, with managers and resources/technical personnel at contractors' plants.

Interfaces daily with on-site contractor personnel.

Purpose of Contacts

Acquisition of data relative to program schedules and other resources functions.

Dissemination of analyses, conclusions, and recommendations.

Participation in discussions and resolutions of problems or potential problems.

Physical Demands

Frequent travel between buildings on Center is required. The incumbent will be expected to attend meetings where he/she must be attentive and sit for long periods of time.

Work Environments

The incumbent works in a normal office environment, occasionally in a raised-floor computer room, and is not exposed to hazards or other conditions injurious to health; normal safety precautions consistent with the environment are observed.